



**WE-EF LIGHTING Pty Ltd**

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## **WE-EF LIGHTING PTY LTD WARRANTY**

*Valid from April 2022, superseding all prior warranty documentation.*

### **TEN (10) YEAR WARRANTY, LED LUMINAIRES, ACCESSORIES AND POLES**

#### **WARRANTY**

10 Years	For supply only of all WE-EF parts as required
For 13 months	After purchase, we cover 100% of the labour for product assembly/re-manufacturing as well as re-installation*
For 24 months	After purchase, we cover 100% labour for in house product assembly/ re-manufacturing only

\*Includes all reasonable costs associated with the removal of faulty Luminaires and their subsequent reinstallation on site.

#### **WARRANTY STATEMENT**

All LED Luminaires, WE-EF accessories and Poles manufactured by WE-EF LIGHTING Pty Ltd (Australia / New Zealand); and purchased in Australia or New Zealand directly from WE-EF Authorised Sales Partners are covered by the warranty. WE-EF LIGHTING Pty Ltd (*referred to as 'WE-EF' from hereon*) guarantee our products to be free of material and manufacturing defects and operate in their intended manner, in accordance with the following details and exclusions:

#### **DETAILS**

- Warranty term commences at date of supply from WE-EF, ex-factory
- Warranty is void if the installation is found to be non-compliant with WE-EF installation instructions and or not adequately protected with an approved surge protection device
- WE-EF has absolute discretion regarding how a warranty claim will be remedied and will make the final decision as to whether a Luminaire is repaired or replaced
- In cases where WE-EF replaces old parts for new parts under the warranty terms, the warranty for all replacement parts is capped at Ten (10) years from date of the original Luminaire supply
- WE-EF will cover the transport cost to send replacement parts to site for all approved warranty claims or to bring the product back to our Braeside Manufacturing plant and to return to site after the warranty work is completed
- WE-EF does not accept any costs or liability for any warranty claim until it has conducted a review and or inspection and a true root cause has been determined

## DETAILS CONTINUED

- If the product under any warranty claim has been discontinued and replacement parts are not available, WE-EF may at its sole discretion offer a refund of the original purchase price, less 10% for each year the Luminaire was in working service.
- WE-EF Light Poles carry a Twenty Five (25) year structural guarantee and comply with AS 1170, in addition to the general warranty as above
- All Flux products are covered by the warranty as per the terms of this document in all respects EXCEPT the warranty term for Flux is Five (5) years from date of purchase (this applies to all Flux products currently in the market as the products have been withdrawn from the market and are not offered for sale)
- Retro fit kits are covered by the warranty for a period of Ten (10) years for the new electronics and lens and the existing/original housing/cablings etc is covered by the Luminaires original warranty if any remains

## SPECIFIC EXCLUSIONS

- The failure of one or more of the LED's in an array of LED's does not necessarily represent a product failure
- The Surge Protection Device or SPD is not covered by the warranty as it is deemed a sacrificial component protecting the rest of the system and because of the indeterminate nature of its service life
- WE-EF is not responsible for any consequential loss or damages arising from any potential warranty claim
- Normal wear and tear or vandalism or abuse by the general public is not covered by the warranty
- Incorrect specification, extreme temperature conditions, or other conditions that may render the product unfit for its intended application/purpose are also excluded

## WARRANTY CLAIM PROCESS

It is the Sales Partners' responsibility to take the initial call from the end user and complete an initial evaluation of the problem including a site visit with photographs as required. It is important that the Sales Partner makes no promises to the End user / Client regarding fault or liability at the initial stage.

Every warranty claim must be lodged via the new online warranty form. Only once the warranty completed form is received, is WE-EF able to act on investigating a warranty claim. WE-EF will evaluate, and, if required, organise an additional onsite inspection. Upon assessment of the cause of the claim, WE-EF will prepare and send a formal response to the originator.

WE-EF operates in good faith as to determining the cause of any potential issue and will accept responsibility for any warranty claim we believe is genuinely at our fault under the terms laid out in this document.

### **This warranty is provided by WE-EF LIGHTING Pty Ltd**

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